



# 58<sup>Q&As</sup>

ITIL 2011 Foundation

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#### QUESTION 1

Which process would ensure that utility and warranty requirements are properly addressed in service designs?

- A. Availability management
- B. Capacity management
- C. Design coordination
- D. Release management

Correct Answer: C

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#### QUESTION 2

Which is responsible for the production of the service design package (SDP)?

- A. Service portfolio management
- B. Service catalogue management
- C. Design coordination
- D. Service design

Correct Answer: D

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#### QUESTION 3

Which one of the following is it the responsibility of supplier management to negotiate and agree?

- A. Service level agreements (SLAs)
- B. Third-party contracts
- C. The service portfolio
- D. Operational level agreements (OLAs)

Correct Answer: B

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#### QUESTION 4

Which of the following combinations covers all the roles in Service Asset and Configuration Management?

- A. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator



B. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator

C. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager

D. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

Correct Answer: B

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#### QUESTION 5

What is the BEST definition of an internal service?

A. It is a supporting service delivered between functions of the IT service provider

B. It is any customer-facing service delivered by an outsourced provider

C. It is a service delivered to the terms of a contract which enables a customer to achieve business outcomes

D. It is a service delivered between departments or business units in the same organization

Correct Answer: D

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